

Utah Department of
Human Services
120 N. 200 W.
Salt Lake City, 84103
801.538.4001
801.538.4016 Fax
hs.utah.gov



In This Issue:

1. Serenity Garden in Vernal p.2
2. Gov. Huntsman Recognizes Caseworker p.3
3. Stress management p.4
4. Utah State Hospital p 5
5. Caregiver Coalition p 6

Read on, me lads!

Director's Message



Lisa-Michele Church,
Executive Director

This month I would like to highlight the excellent work of our administrative and support staff at DHS. You are an integral part of everything we are able to accomplish. Our excellent employees perform a wide variety of tasks that keep the wheels on this complicated machine called human services.

I appreciate the careful work of the financial and audit professionals throughout all of the DHS agencies. They are the ones that help us maintain the accountability and credibility upon which our reputation depends. Having a solid record of fiscal responsibility allows us to keep our funding sources in place. I am proud of all of you who perform sometimes grueling and time consuming audits and site reviews. Thank you for your business like approach. Our community partners also thank you.

The human resources' staff that assists us at DHS is critical to our mission as well. We need to recruit and maintain outstanding employees every day. I have found our human resources' employees to be very helpful and effective. Whether it is designing a new policy, researching a reclassification, helping with supervisor training, or just keeping morale up, you do a wonderful job.

Thanks also go to our technology department and their invaluable expertise they have developed within

DHS. We count on you to help us track, measure and manage our services. Having a specialized and responsive system such as SAFE or USTEPS is absolutely essential to our success. Those of you who work on these computer systems are helping to assure the quality of life for the families, children and adults whom we serve. I hope you don't lose sight of that.

We depend heavily on the secretarial, administrative and support staff throughout all of the DHS agencies. Virtually all of our work in the community would grind to a halt without that bright and capable secretary or assistant who helps us put it down on paper and organize our schedule. You may not realize it when you are providing general reception or information to the public, answering the phone, taking minutes of a board meeting, entering data into a computer file, making copies, or researching cases, maintaining the motor pool but you are just as important as any caseworker or front line worker that we have. We couldn't do it without you!

I want to commend the administrative team that works on our buildings and facilities statewide. You do a great job of keeping our offices safe and usable. We are not blessed with an unlimited budget in this area, so we value everything you do to help us stretch our dollars to meet the needs. Every time a family visits a child in a DCFS building, or a person with disabilities goes to the Developmental Center, or a substance abuse prevention team meets at the state office, we are benefiting from your efforts. Thank you for taking good care of our buildings.

Finally, thanks to all of you who do what is asked of you, in any capacity. DHS employees are well known for their ability to pitch in and go above and beyond the call of duty. We simply do what it takes. In this way, all of us are support staff. But this month, take a minute to look around you and thank the people who make it possible in a thousand little ways every day at YOUR workplace. We are all part of the same team!



The Human Touch

Serenity Garden in Vernal

By Lisa Schauerhamer and Evette Hadlock, JJS

Youth and staff in Vernal's Juvenile Justice Services program worked together to create a special place, a Serenity Garden. What's that you might be asking? It is a clear undisturbed calm place for retreat when the world closes in. The idea for a serenity garden at Split Mountain Youth Center originated with staff member, Rick Delray. He gathered donations from Vernal businesses. Then Bryan Calder, Burton Utai, Ryan Rasmussen and many other staff helped make this beautiful project a reality. The Observation and Assessment (O&A) youth worked putting the pond and waterfall together. Rick even made sure the pond was stocked with fish. When Rick left JJS to work for the FBI, Grant Hatch took over the project. Grant assured the garden bloomed beautifully last summer.

The Serenity Garden is used and enjoyed by many. The garden is sometimes used as a reward for the youth at O&A, by holding groups or classes in it. Vernal Division of Child and Family Services (DCFS) has also met with their youth in the garden. Staff meetings have been held there, but it is primarily for the youth's enjoyment. Some of the rooms overlook the garden and kids can look out their window and see the waterfall and pond.

Goldfish are in the pond year round. The garden has an open top where there is a partial covering in one corner that creates shade in the summer. Wasps also liked the garden and thought that it was for them last summer until they were finally evicted.

If you are in Vernal this Spring or Summer you are invited to stop by and see this beautiful Serenity Garden.



We are Marching Forward with Employee Recognition

By Donna Russell, EDO



March's Recognition Idea is from one of our very own DHS offices! Remember in February's Human Touch we asked you to share a recognition tradition from your team? Well – thanks goes to Jodi Patterson, Office of Finance for responding.

She emailed, "Regarding new traditions on recognizing employees – The OFO, Finance & Budget Managers started a new tradition at our staff meeting this month. Each month, we will select two employees in our office. All the employees in the office send the meeting manager a positive comment about the two employees being recognized. The meeting manager consolidates the comments and presents them at the next monthly staff meeting."

That's a great tradition! Thank you for sharing Jodi.

We are ready to hear and share other great ideas and traditions – let's keep the flow of ideas going.
Donna L. Russell, dlrussell@utah.gov



The Human Touch

5th Annual Pete Suazo Social Justice Award Winner: Newton Gborway

"We are very proud of Newton's contributions in the community," said Marie Christman, DHS Deputy Director, during the March 3, 2006 Awards luncheon that recognized his advocacy and compassion with underprivileged and vulnerable community members.

Newton Gborway is a caseworker with the Division of Child and Family Services (DCFS) in Salt Lake City. He moved to Utah five years ago from Liberia, Africa.



Governor Huntsman Recognizes Provo Caseworker

By Carol Miller, DCFS

Governor Jon M. Huntsman praised Priya Noronha during his State of the State address saying, "...a Human Services caseworker who is helping families devastated by meth addiction." I recently visited Priya in her Provo Division of Child and Family Services office to learn more about this special caseworker.

Priya was born in Goa, India. Priya became close with a family who ran an orphanage when she was 13 and from then on she stayed with them at the orphanage. The orphanage consisted mostly of children born out-of-wedlock along with their birth mothers, who were offered chances to further their education and make a better life for their children. Once able to, Priya transported babies from India to Europe and the United States so they could be adopted. Priya then served an LDS mission in Seattle, applied to Brigham Young University, and obtained her bachelor's and master's degrees in social work. While at BYU, she served her internship at the Provo DCFS Intake unit.

Priya now works with Judge Kay A. Lindsay and the family drug court, and has been doing so for the past four years. She has passion for the work she does and the strength she sees in the clients she serves. She understands relapse may be part of the recovery process. She always tries to focus on the strengths of the people she is working with, and realizes that substance abuse is a symptom of an underlying need that isn't being met. "Clients must know you care," says Priya. "It is important to take the time to build a relationship of trust."



"I couldn't do this work without the support of my entire team. It is so important to work together, and I'm lucky to be with so many wonderful workers," Priya said as she gave credit to her supervisor, Casey Christopherson, her region director, Brent Platt, and every person on her team and in her office for great support and teamwork. She also feels that the family drug court is a successful avenue for clients with substance abuse issues because she works closely with Workforce Services, Wasatch Mental Health, local teachers, therapists, and Utah County government offices to advocate for her clients and help them receive the services they need.

Priya shared some good self-care advice: Always have an outlet! She loves to mountain bike race on state and national levels, and she dreams of one day going to the Olympics for her native country. She also enjoys running, swimming, and spending time with the children she serves by taking them sledding or hiking.

"You must keep a sense of humor," Priya said. "This is a noble profession, and it is important not to give up. Take good care of yourself and maintain a fine balance between your work and personal lives. Even though we are not always successful, we do make a difference in the lives of the families we serve."

Work/Life Balance – Stress Management

From the Wellness Council

//How heavy is this glass of water?" A lecturer asked a class on stress management. Answers called out ranged from 20grams to 500grams. The lecturer replied, "The absolute weight doesn't matter. It depends on how long you try to hold it. If I hold it for a minute, that's not a problem. If I hold it for an hour, I'll have an ache in my right arm. If I hold it for a day, you'll have to call an ambulance. In any case, it's the same weight, but the longer I hold it. The heavier it becomes."

"And that's the way it is with stress management," he said. "If we carry our burdens all the time, sooner or later, as the burden becomes increasingly heavy, we won't be able to carry on. As with the glass of water, you have to put it down for awhile and rest before holding it again."

We can carry on with the burden, when we're refreshed. So, put the burden of work down, before you return home tonight. Don't carry it home. You can pick it up tomorrow. Whatever burdens you're carrying now, let them down for a moment.

Relax: pick them up later after you've rested.

Life is short.

Enjoy it!

And then he shared some ways of dealing with life's burdens:

- ✿ You may be only one person in the world, but you may also be the world to one person
- ✿ We can learn a lot from crayons. Some are sharp, some are pretty and some are dull, some have weird names, and all are different, but they all have to live in the same box.
- ✿ A truly happy person can even enjoy the scenery on a detour.

Source: Unknown

Thanks to Cathy Stromberg, Office of Licensing for contributing this story. We are eager to learn what other tools you use for work/life balance. Please share by contacting Manuel Romero, Wellness Council, maromero@utah.gov.

Help Wanted

Do you, your friends or family members:

- ✿ Have an interest in working with the senior citizens and their caregivers
- ✿ Want to gain new skills and experience
- ✿ Need additional money for college or university costs

Salt Lake County Aging Services is looking for individuals to participate in an innovative AmeriCorps program. These Legacy Corps volunteers will provide respite services to families caring for elderly relatives in the Salt Lake Valley over the upcoming year. Training, a \$2,200 stipend and \$1,250 educational award will be provided.

Program Director, Arica Curry said, "We have a number of individuals employed at Salt Lake County who were interested and we thought the state Department of Human Services might also have some people who could really better their careers if they had this opportunity."

Applications and further information are available from Arica Curry, 801 468-2248 Email: acurry@slco.org



The Human Touch



The Human Touch

RESEARCH PROVES, "SAVING IT FOR GROUP" WORKS FOR PATIENTS & STAFF

By Frank Rees, Ph.D. & Gary Burlingame, Ph.D. (BYU)

Utah State Hospital offers a variety of services to the patients it serves. Regardless of the services provided, the mission is the same, provide "excellent inpatient psychiatric care." In the late 1990's the hospital was invested in improving the quality of group treatment programming. To this end, the hospital sought, and was awarded a grant from the State Academic Collaboration Committee to enhance the level of competency of clinicians providing group therapy. At that time, the hospital also entered into a long-term research oriented relationship with Brigham Young University Department of Psychology (BYU) to improve care, group therapists' competencies and treatment outcome measures. It was a huge undertaking that involved an intentional culture change in a large 354 bed hospital with over 700 employees. To realize these objectives, every level of the organization would need to be invested. How could this dramatic change be instigated and then maintained? The answer was the development of a systematic approach within the hospital overseen by a steering committee chartered with the responsibility of planning and oversight of all group and outcome activities. The project resulted in a comprehensive group competency and outcome systems program that led to multiple research projects, publications, national presentations and overall improved patient care. The bottom line for staff and patients was that group psychotherapy is an extremely therapeutic and beneficial intervention.

As BYU starting researching evidenced-based interventions, they discovered part of the solution had already been found by the hospital – in 1950, when the hospital was nationally recognized as a model institution for the creation and implementation of the Hill Interaction Matrix (HIM); a tool used to measure the effectiveness of a therapist's group intervention skills. The tool was used once again as one of the outcome measurements within the USH system. As BYU and hospital staff continued to meet, they focused on group treatments for hospital patients and the development and improvement of standardized outcome measures.

As part of the comprehensive program, Group Coordinators (GC's) were chosen from each treatment unit to become the group therapy experts and consultants. Group consultation meetings were instituted to allow each GC to work with group facilitators on their respective units. Dr. Burlingame worked with the GC's in training them to become experts in group work. This allowed the GC's to better assist unit group facilitators.

"We don't try and swallow the elephant. We just keep nibbling on it!"

Isaac Thomas, Research Consultant

In order to provide truly effective group treatment, the hospital provides extensive group training to employees, sending staff to conferences, workshops, and creating and utilizing group manuals. In addition, they allow staff "education in real time," via group shadowing, mentoring, and weekly group meetings with the Group Coordinator. GC's provide education, identify needs, assist in programming, offer support, give encouragement, generate ideas, and further the staff's group experience. The increased staff comfort in providing various groups to patients has definitely increased through all the training investments.

These efforts have resulted in the development of more effective group treatment for the seriously and persistently mentally ill. Results are measured by the number of groups held. Over the past year, the hospital has logged over a quarter of a million hours of formal individual and group treatment, increased patient group attendance and a decrease in patients' lengths of stay. The opportunity to share experiences and feelings in group treatment have provided good support to patients in their quest for recovery and in assisting them in developing a sense that they are not alone in their struggles. At the same time, the psycho-educational groups have provided patients a greater understanding of their condition by teaching coping and illness management skills.

Besides group competency skills, the hospital also implemented a science-based approach to outcome instrument selection. In addition, the hospital has been making efforts to improve the instruments used to measure clinical improvement so that they are more sensitive to patient change. The hospital has also developed meaningful symptom scales to assist the treatment teams by providing empirical evidence for treatment decisions – giving patients and staff more tools to assist in patient recovery. As treatment professionals have been trained in the value of the hospital's improved outcome measures, they have expressed gratitude for empirically supported means to assist in treatment and discharge planning activities.

(Continued on page 6)

Utah State Hospital... *continued from page 5*

The research and work completed by the hospital and BYU has definitely not gone unnoticed – they are again receiving recognition – both nationally and internationally. Their findings have been published in over 30 professional journals and books and they have presented across the world – in Rome, Montreal, Edinburgh, Germany, Canada and the U.S. The hospital is again a “model” facility, providing on-site group treatment modeling to hospital administrators and psychologists worldwide. As Dr. Burlingame pointed out; “It wouldn’t have happened if it weren’t for a collaborative effort between Utah State Hospital and BYU, every Tuesday, since 1998.”

Utah State Hospital looks forward to the future with further work in the critical areas of group treatment and outcome measurement for 2006. The hospital is actively pursuing hospital-wide implementation of recovery-based principles to guide treatment efforts and remains committed to their mission of “excellent inpatient psychiatric care.”



Caregiver Coalition Celebrates!

By Sonnie Yudell, DAAS

A meeting is not always just a meeting; it is a celebration when members of the Utah Coalition for Caregiver Support (UCCS) come together. Coalition members recently enjoyed a third anniversary luncheon to recognize and celebrate accomplishments.

The Coalition is looking forward to new and dynamic ways to support Utah’s over 173,000 caregivers. Utilizing their newly granted non-profit status the Coalition is excited to accomplish even more. Becoming a non-profit organization changes little about the work done day to day, but the designation aids in receiving funds to meet the mission and vision: to assure that Utah caregivers will have knowledge of and access to resources that support them, and to create awareness of caregiving issues and improve the quality of life for caregivers/care receivers through advocacy, information, support and access to resources.

The recent grant award from the Humana Foundation is the first grant of its kind given in Utah, and the first for the Coalition. This financial support will help sponsor caregiver conferences in areas of the state previously not able to host one.



Individuals and organizations representing state and local government aging services, businesses, higher education, local citizens and consumers, faith based organizations, disease specific organizations, and health care companies are all active in the Coalition.

Membership is open to all persons, organizations, or businesses interested in furthering and supporting the UCCS vision and mission. We meet every other month on the third Wednesday. Call Sonnie Yudell for more information about the UCCS at 801-538-3926 or email her at syudell@utah.gov

Come celebrate the work we do for caregivers!



**Published by
Utah Dept. of
Human
Services
Lisa-Michele
Church, Exec-
utive Director**

**Edited by
Donna L.
Russell
Layout by
Rich Rayl
120 N 200 W
SLC, UT 84103**